

TECHNICAL PROPOSAL & EVALUATION GUIDE

MANDATORY REQUIREMENTS. The Proposer must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below.

The RFP Coordinator will review the proposal to determine if the Mandatory Requirement Items are addressed as required and mark each with pass or fail. For each item that is not addressed as required, the Proposal Evaluation Team must review the proposal and attach a written determination. In addition to the Mandatory Requirement Items, the RFP Coordinator will review each proposal for compliance with all RFP requirements.

PROPOSER NAME:	LEGAL ENTITY	ANCHOR TOURS, INC.	
Proposal Page # (Proposer completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
		The Proposal must be delivered to the State no later than the Proposal Deadline specified in the RFP Section 2, Schedule of Events.	
		The Technical Proposal and the Cost Proposal documentation must be packaged separately as required (refer to RFP Section 3.2., <i>et seq.</i>).	
		The Technical Proposal must NOT contain cost or pricing information of any type.	
		The Technical Proposal must NOT contain any restrictions of the rights of the State or other qualification of the proposal.	
		A Proposer must NOT submit alternate proposals.	
		A Proposer must NOT submit multiple proposals in different forms (as a prime and a sub-contractor).	
Pg. 2	A.1.	Provide the Proposal Statement of Certifications and Assurances (RFP Attachment 6.1.) completed and signed by an individual empowered to bind the Proposer to the provisions of this RFP and any resulting contract. The document must be signed without exception or qualification.	
Pg. 3	A.2.	Provide a statement, based upon reasonable inquiry, of whether the Proposer or any individual who shall perform work under the contract has a possible conflict of interest (e.g., employment by the State of Tennessee) and, if so, the nature of that conflict. NOTE: Any questions of conflict of interest shall be solely within the discretion of the State, and the State reserves the right to cancel any award.	
Pg. 3, 21	A.3.	Provide a current bank reference indicating that the Proposer's business relationship with the financial institution is in positive standing. Such reference must be written in the form of a standard business letter, signed, and dated within the past three (3) months.	
Pg. 3, 22-23	A.4.	Provide two current positive credit references from vendors with which the Proposer has done business written in the form of standard business letters, signed, and dated within the past three (3) months.	
State Use – RFP Coordinator Signature, Printed Name & Date:			

A.1. PROPOSAL STATEMENT OF CERTIFICATIONS AND ASSURANCES

The Proposer does, hereby, expressly affirm, declare, confirm, certify, and assure ALL of the following:

1. The Proposer will comply with all of the provisions and requirements of the RFP.
2. The Proposer will provide all services as defined in the Scope of Services of the RFP Attachment 6.6., *Pro Forma* Contract for the total contract period.
3. The Proposer accepts and agrees to all terms and conditions set out in the RFP Attachment 6.6., *Pro Forma* Contract.
4. The Proposer acknowledges and agrees that a contract resulting from the RFP shall incorporate, by reference, all proposal responses as a part of the contract.
5. The Proposer will comply with:
 - (a) The laws of the State of Tennessee;
 - (b) Title VI of the federal Civil Rights Act of 1964
 - (c) Title IX of the federal Education Amendments Act of 1972
 - (d) The Equal Employment Opportunity Act and the regulations issued there under by the federal governmentAnd,
 - (e) The Americans with Disabilities Act of 1990 and the regulations issued there under by the federal government.
6. To the knowledge of the undersigned, the information detailed within the proposal submitted in response to the RFP is accurate.
7. The proposal submitted in response to the RFP was independently prepared, without collusion, under penalty of perjury.
8. No amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Proposer in connection with the RFP or any resulting contract.
9. Both the Technical Proposal and the Cost Proposal submitted in response to the RFP shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract pursuant to the RFP.

By signing this Proposal Statement of Certifications and Assurances, below, the signatory also certifies legal authority to bind the proposing entity to the provisions of this RFP and any contract awarded pursuant to it. If the signatory is not the Proposer (if an individual) or the Proposer's company *President* or *Chief Executive Officer*, this document must attach evidence showing the individual's authority to bind the proposing entity.

DO NOT SIGN THIS DOCUMENT IF YOU ARE NOT LEGALLY AUTHORIZED TO BIND THE PROPOSING ENTITY

SIGNATURE:

PRINTED NAME & TITLE:

John Stancil, President

DATE:

August 5, 2011

PROPOSER LEGAL ENTITY NAME:

Anchor Tours, Inc.

PROPOSER FEDERAL EMPLOYER IDENTIFICATION NUMBER: 58-1197729

A.2. CONFLICT OF INTEREST

Anchor Tours, Inc. has no known possible conflicts of interest to perform work under the proposed contract.

A.3. BANK REFERENCES

Anchor Tours has positive business relationship with following:

Pinnacle Financial Partners
211 Commerce Street
Suite 300
Nashville, TN 37201

See Attachment on Pg 21.

A.4 CREDIT REFERENCES

Anchor Tours has positive business relationships with the following vendors:

Taylor Diesel of Nashville
1120 Elm Hill Pike, Suite 180
Nashville, TN 37210
615-242-9550
Ronnie Hawkins
Fuel Supplier

See Attachment on Pg 22.

Hollingsworth Oil Company
1503 Memorial Blvd.
Springfield, TN 37172
615-242-8466
Anthony Jones
Fuel Supplier

See Attachment on Pg 23.

TECHNICAL PROPOSAL & EVALUATION GUIDE

B.2. GENERAL QUALIFICATIONS & EXPERIENCE. The Proposer must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below. Proposal Evaluation Team members will independently evaluate and assign one score for all responses to Section B— General Qualifications & Experience Items.

PROPOSER LEGAL ENTITY NAME:		ANCHOR TOURS, INC.
Proposal Page # (Proposer completes)	Item Ref.	Section B— General Qualifications & Experience Items
Pg. 8	B.1.	Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the State should contact regarding the proposal.
Pg. 8	B.2.	Describe the Proposer's form of business (<i>i.e.</i> , individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).
Pg. 8	B.3.	Detail the number of years the Proposer has been in business.
Pg. 8	B.4.	Briefly describe how long the Proposer has been performing the services required by this RFP.
Pg. 8-9	B.5.	Describe the Proposer's number of employees, client base, and location of offices.
Pg. 9	B.6.	Provide a statement of whether there have been any mergers, acquisitions, or sales of the Proposer within the last ten years. If so, include an explanation providing relevant details.
Pg. 9	B.7.	Provide a statement of whether the Proposer or, to the Proposer's knowledge, any of the Proposer's employees, agents, independent contractors, or subcontractors, proposed to provide work on a contract pursuant to this RFP, have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony. If so, include an explanation providing relevant details.
Pg. 9	B.8.	Provide a statement of whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.
Pg. 9	B.9.	<p>Provide a statement of whether there is any material, pending litigation against the Proposer that the Proposer should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFP or is likely to have a material adverse effect on the Proposer's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Proposer's performance in a contract pursuant to this RFP.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.</p>

PROPOSER LEGAL ENTITY NAME:		ANCHOR TOURS, INC.
Proposal Page # (Proposer completes)	Item Ref.	Section B— General Qualifications & Experience Items
Pg. 9	B.10.	<p>Provide a statement of whether there are any pending or in progress Securities Exchange Commission investigations involving the Proposer. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Proposer's performance in a contract pursuant to this RFP.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.</p>
Pg. 9	B.11.	Provide a brief, descriptive statement detailing evidence of the Proposer's ability to deliver the services sought under this RFP (e.g., prior experience, training, certifications, resources, program and quality management systems, etc.).
Pg. 10-11	B.12.	Provide a narrative description of the proposed project team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to accomplish the work required by this RFP, illustrating the lines of authority, and designating the individual responsible for the completion of each service component and deliverable of the RFP.
11-12, 29-35	B.13.	Provide a personnel roster listing the names of key people who the Proposer will assign to perform duties or services required by this RFP along with the estimated number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual's title, education, current position with the Proposer, and employment history.
Pg. 12	B.14.	<p>Provide a statement of whether the Proposer intends to use subcontractors to accomplish the work required by this RFP, and if so, detail:</p> <ul style="list-style-type: none"> (a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each; (b) a description of the scope and portions of the work each subcontractor will perform; <u>and</u> (c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Proposer's response to this RFP.

PROPOSER LEGAL ENTITY NAME:		ANCHOR TOURS, INC.
Proposal Page # (Proposer completes)	Item Ref.	Section B— General Qualifications & Experience Items
Pg. 12-13	B.15.	<p>Provide documentation of the Proposer's commitment to diversity as represented by its business strategy, business relationships, and workforce— this documentation should detail <u>all</u> of the following:</p> <ul style="list-style-type: none"> (a) a description of the Proposer's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises; (b) a listing of the Proposer's current contracts with business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises, including the following information: <ul style="list-style-type: none"> (i) contract description and total value (ii) contractor name and ownership characteristics (<i>i.e.</i>, ethnicity, sex, disability) (iii) contractor contact and telephone number; (c) an estimate of the level of participation by business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises in a contract awarded to the Proposer pursuant to this RFP, including the following information: <ul style="list-style-type: none"> (i) participation estimate (expressed as a percent of the total contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics — PERCENTAGES ONLY — DO NOT INCLUDE DOLLAR AMOUNTS) (ii) descriptions of anticipated contracts (iii) names and ownership characteristics (<i>i.e.</i>, ethnicity, sex, disability) of anticipated subcontractors and supply contractors anticipated; and (d) the percent of the Proposer's total current employees by ethnicity, sex, and handicap or disability. <p>NOTE: Proposers that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and sub-contractors. Proposal evaluations will recognize the positive qualifications and experience of a Proposer that does business with enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises and that offers a diverse workforce to meet service needs.</p>
Pg. 13	B.16.	<p>Provide a statement of whether or not the Proposer has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous 5-year period. If so, provide the following information for all of the current and completed contracts:</p> <ul style="list-style-type: none"> (a) the name, title, telephone number and e-mail address of the State contact knowledgeable about the contract; (b) the procuring State agency name; (c) a brief description of the contract's scope of services; (d) the contract term; and (e) the contract number. <p>NOTES:</p> <ul style="list-style-type: none"> ☐ Current or prior contracts with the State are <u>not</u> a prerequisite and are <u>not</u> required for the maximum evaluation score, and the existence of such contracts with the State will <u>not</u> automatically result in the addition or deduction of evaluation points. ☐ Each evaluator will generally consider the results of inquiries by the State regarding all contracts noted.

PROPOSER LEGAL ENTITY NAME:		ANCHOR TOURS, INC.	
Proposal Page # (Proposer completes)	Item Ref.	Section B— General Qualifications & Experience Items	
Pg. 13 and two (2) attached envelopes	B.17.	<p>Provide customer references from individuals (who are <u>not</u> current or former officials or staff of the State of Tennessee) for projects similar to the services sought under this RFP and which represent:</p> <p>☐ two (2) of the larger accounts currently serviced by the Proposer, <u>and</u></p> <p>☐ three (3) completed projects.</p> <p>All references must be provided in the form of standard reference questionnaires that have been fully completed by the individual providing the reference as required. The standard reference questionnaire, which <u>must</u> be used and completed as required, is detailed at RFP Attachment 6.4. References that are not completed as required will be considered non-responsive and will not be considered.</p> <p>The Proposer will be <u>solely</u> responsible for obtaining the fully completed reference questionnaires, and for including them within the Proposer's sealed Technical Proposal. In order to obtain and submit the completed reference questionnaires, as required, follow the process detailed below.</p> <p>(a) "Customize" the standard reference questionnaire at RFP Attachment 6.4. by adding the subject Proposer's name, and make exact duplicates for completion by references.</p> <p>(b) Send the customized reference questionnaires to each individual chosen to provide a reference along with a new standard #10 envelope.</p> <p>(c) Instruct the person that will provide a reference for the Proposer to:</p> <p>(i) complete the reference questionnaire (on the form provided or prepared, completed, and printed using an exact duplicate of the document);</p> <p>(ii) sign <u>and</u> date the completed, reference questionnaire;</p> <p>(iii) seal the completed, signed, and dated, reference questionnaire within the envelope provided;</p> <p>(iv) sign his or her name in ink across the sealed portion of the envelope; and</p> <p>(v) return the sealed envelope containing the completed reference questionnaire directly to the Proposer (the Proposer may wish to give each reference a deadline, such that the Proposer will be able to collect all required references in time to include them within the sealed Technical Proposal).</p> <p>(d) <u>Do NOT open the sealed references upon receipt.</u></p> <p>(e) Enclose all <u>sealed</u> reference envelopes within a larger, labeled envelope for inclusion in the Technical Proposal as required.</p> <p>NOTES:</p> <p>☐ The State will not accept late references or references submitted by any means other than that which is described above, and each reference questionnaire submitted must be completed as required.</p> <p>☐ The State will not review more than the number of required references indicated above.</p> <p>☐ While the State will base its reference check on the contents of the sealed reference envelopes</p>	
		<p align="center">SCORE (for <u>all</u> Section B—Qualifications & Experience Items above): (maximum possible score = 10)</p>	
State Use – Evaluator Identification:			

B.1. COMPANY CONTACT INFORMATION

Anchor Tours, Inc. company contact is as follows:

Jared Stancil, VP
Anchor Tours, Inc.
3108 Blevins Road
Whites Creek, TN 37189
615-860-6800
615-860-0058 Fax
jared@anchortrailways.com

B.2. PROPOSER FORM-OF-BUSINESS

Anchor Tours, Inc is a Subchapter(S) Corporation, incorporated in the State of Tennessee. Anchor Tours currently has three offices:

Middle Tennessee/Corporate Office:

Anchor Tours, Inc.
3108 Blevins Road
Whites Creek, TN 37189
615-860-6800

A full service vehicle maintenance and body shop repair facility including a five bay garage with over 20,000 square foot of office, garage, and parts space.

Western Kentucky Office:

Anchor Tours, Inc.
144 County Park Road
Paducah, KY 42001
270-538-0070

North Alabama Office:

307 South Dickson Street
Tuscumbia, AL 35674
256-383-6220

B.3. NUMBER OF YEARS IN BUSINESS

Anchor Tours, Inc. was founded in 1989 in Murfreesboro, TN. The company has been in business for over 22 years.

B.4. PERFORMANCE OF SERVICES

Anchor Tours, Inc. has been performing ground transportation services since its inception in 1989. Anchor Tours currently operates a fleet of over 40 full size motor coaches and mini buses, and provides charter and shuttle services traveling thousands of miles each year. Ranked in the TOP 50 by size, Anchor Tours, Inc. has received national recognition and awards for its operations in the passenger transportation industry.

B.5. COMPANY INFORMATION

Anchor Tours currently has approximately 85 employees including approximately 65 full and part-time drivers.

Anchor Tours' client-base includes schools and universities, military, churches, and corporations. Anchor Tours provides services to notable clients such as the Nashville Convention and Visitors Bureau, United States Government (Military), State of Tennessee, Vanderbilt University, NCAA, PGA and many other corporations and individual entities.

Currently, Anchor Tours is providing very similar shuttle services as required by the State of Tennessee for Fontanel Attractions, Nashville Symphony and several Nashville area churches.

The three business units comprising the corporation are located as follows (refer also to Reference Item B.2. above):

Middle Tennessee/Corporate Office:

Anchor Tours, Inc.
3108 Blevins Road
Whites Creek, TN 37189
615-860-6800

Western Kentucky Office:

Anchor Tours, Inc.
144 County Park Road
Paducah, KY 42001
270-538-0070

North Alabama Office:

307 South Dickson Street
Tuscumbia, AL 35674
256-383-6220

B.6. STATEMENT OF MERGERS AND ACQUISITIONS

Anchor Tours has not been involved in any mergers, acquisitions, or sales in the last ten years.

B.7. STATEMENT OF FELONY CONVICTION

Anchor Tours has not had any felony convictions, pled guilty to, or pled nolo contendere to, any felony. Anchor Tours does not have any direct knowledge of any felony convictions, guilty pleas, or nolo contendere pleas, of any of its employees, agents, independent contractors, or subcontractors, who would be involved in work involving the proposed contract.

B.8. STATEMENT OF BANKRUPTCY

Anchor Tours has never filed, or had filed against, it any bankruptcy or insolvency proceedings. Anchor Tours has never undergone the appointment of a receiver, trustee, or assignee.

B.9. STATEMENT OF PENDING LITIGATION

Anchor Tours does not have any current or pending litigation that would adversely affect its ability to meet the contractual requirements of the proposed contract.

B.10. STATEMENT OF SECURITIES EXCHANGE COMMISSION

Anchor Tours does not have any in-progress or pending Securities Exchange Commission investigations.

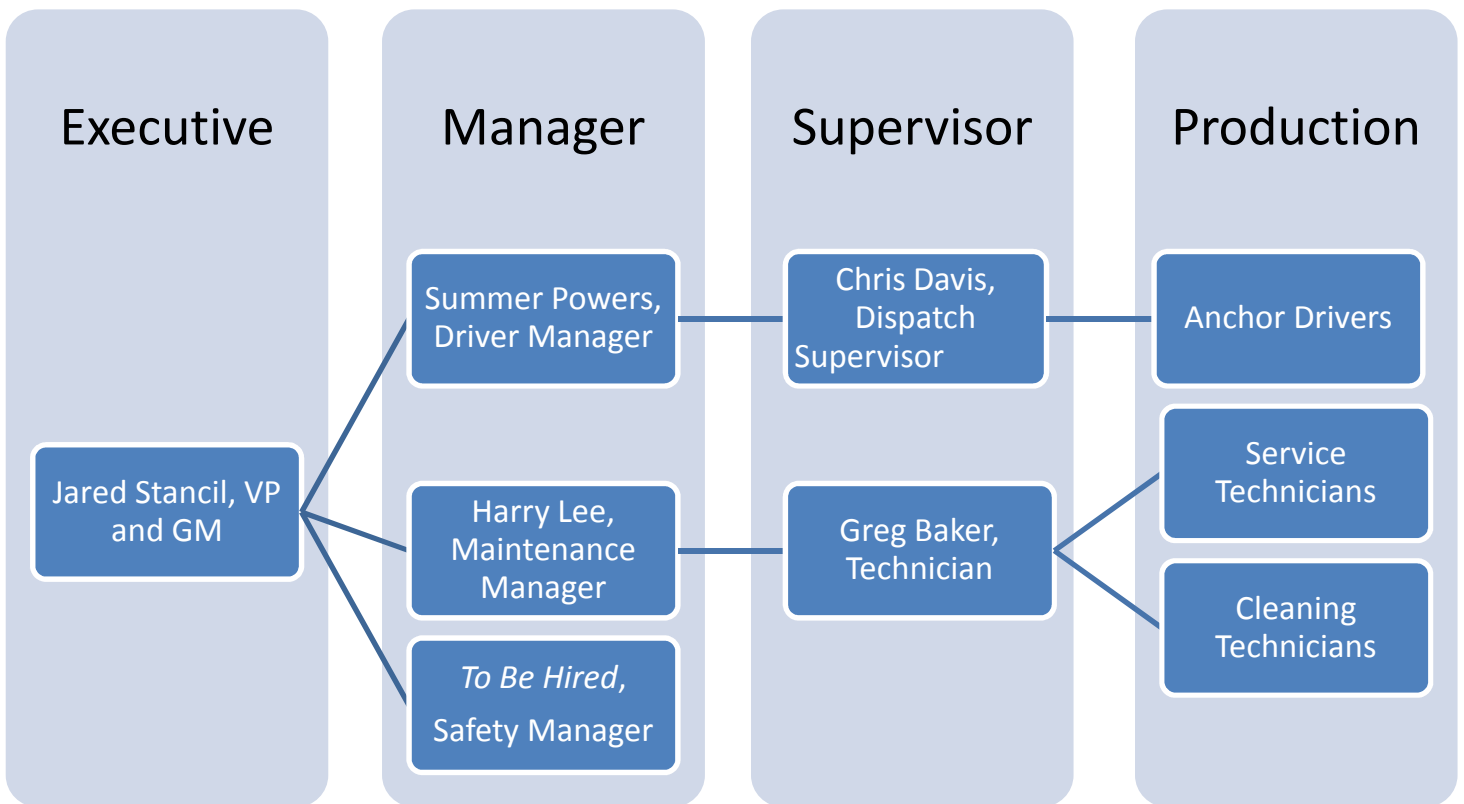
B.11. ABILITY TO DELIVER SERVICE

Anchor Tours is ranked in the TOP 50 motorcoach operators by size and currently operates over forty-five (45) commercial passenger vehicles; and has the current compliment to provide the proposed service. Anchor Tours has USDOT operating authority and is in satisfactory standing with the FMCSA, and has a Level "1" Department of Defense Rating, which is the highest safety rating attainable.

For compliance factors, Anchor Tours contracts with Deacher Consulting to review its driver management and safety systems annually, to ensure that the highest safety standards are met and sustained. Additionally, Anchor Tours has contracted with Plan of Action for driver security training to train employees on bus security, including terrorism threats.

B.12. PROJECT NARRATIVE TEAM

Anchor Tours, Inc. Organizational Chart



Below are job descriptions for the key people that will be utilized for the State Employee Shuttle Service:

DRIVER JOB DESCRIPTION:

- Drives bus to transport passengers over specified routes to local or distant points according to time schedule
- Regulates heating, lighting, and ventilating systems for passenger comfort
- Complies with local traffic regulations and all applicable state and federal regulations
- Reports delays or accidents
- Inspects bus as required per company policy and FMCSA regulations
- Reads schedules and itineraries, interprets maps, processes accident and incident reports, prepares reports requiring basic math skills

SERVICE TECHNICIANS:

- Inspects repairs and overhauls vehicles
- Examines vehicle and determines nature and extent of any damage or malfunction
- Plans work procedure, using charts, technical manuals, and experience
- Relines and adjusts breaks, aligns wheels, repairs or replaces shock absorbers, and repairs system fluid and air leaks. Mends damage to body and fenders by hammering out or filling in dents and welding broken parts
- Replaces and adjusts headlights, and installs and repairs accessories, such as radios, heaters, mirrors, and windshield wipers. May drive repaired vehicles to verify repairs

DISPATCH SUPERVISOR:

- Assigns motor vehicles and drivers for conveyance of passengers. Compiles a list of available vehicles
- Directs activities of drivers, using two-way radio, or alternate method of communication

- Dispatches buses according to schedule and oversees bus drivers; Issues orders for departure of buses at specified hours according to schedule
- Arranges for extra buses and drivers in case of accidents or other emergencies. May inspect driver's appearance and physical condition prior to dispatch
- Receives telephone or radio reports of accidents, delays, equipment breakdowns, and other operating or maintenance difficulties
- Maintains a list of scheduled runs, numbers of vehicles, and names of drivers
- Makes reports of all accidents

MAINTENANCE MANAGER:

- Inspects physical facilities of terminal and buses for such factors as cleanliness, safety and appearance, and takes required actions to meet prescribed standards
- Oversees all maintenance technicians to ensure that company policies and procedures are being followed
- Ensures that all vehicles comply with all safety standards and regulations
- Ensures all technicians are certified and re-certified in accordance with existing regulations

DRIVER MANAGER:

- Directs preparation and issuance of new schedules to terminals and operating personnel
- Oversees replacement vehicles and personnel for vehicles involved in accidents, mechanical breakdowns, or other emergencies
- Directs and participates in training all personnel and issues manuals, bulletins, and technical guides to improve services and operational activities
- Checks trip and dispatch logs for conformance with schedules
- Directs preparation of and keeping of dispatch in vehicle operations records and reports.
- Processes customer complaints and initiates corrective actions into causes of accidents, interviews operators concerned to determine responsibility, and takes actions on findings or submits reports to management

SAFETY MANAGER:

- Responsible for all aspects of safety and training at the local contract operation
- Oversees the proper training of designated employees, developing, creating, and promoting the maintenance of a safe, accident-free, and healthy working environment
- Responsible for ensuring compliance with all relevant federal, state, local and company policies, procedures and regulations
- Recommend measures to reduce accidents and hazards and assure that safety inspections are properly scheduled, carried out, monitored, acted upon and documented
- Responsible for adherence to company standards, implementation and management of drug and alcohol program, coordinating the activities of on-the-job-injury and light duty personnel, workers' compensation and general liability carriers
- Prepares monthly reports documenting safety and training performance

GENERAL MANAGER:

- Provides guidance, direction, and feedback to departmental managers, provide strategic planning and direction, manage contract and regulatory compliance and develop and administer the contract operating budget.
- Responsible for client relations at the local contract level
- Provide general direction for the employees and vehicles at the facility
- Investigates makes and administers decisions up to and including terminations. The person chosen will have overall screening, hiring, scheduling, performance evaluation, and staffing responsibilities for all employees of their operating contract.

B.13. PERSONNEL ROSTER

When considering contract rewards, it is important to know the brief background of the company's personnel who will be overseeing this project. The following professionals are the contact personnel as far as marketing, scheduling, and operations of all services provided. The following are the key personnel, which are assigned to perform the services:

Jared Stancil, Vice President, & General Manager

Estimated two hours per week to oversee overall operations, compliance, and billing of the shuttle service
Summer Powers, Driver Manager
Estimated five hours per week to oversee operations including drivers and vehicles.

Chris Davis, Dispatch Supervisor
Estimated five hours per week to oversee driver assignments

Harry Lee, Maintenance Manager
Estimated two hours per week to oversee vehicle maintenance and vehicle cleaning

B.14. STATEMENT OF SUBCONTRACTORS

Anchor Tours will not be using any subcontractors for this service.

B.15 DIVERSITY

B.15.1. Diversity Statement. At Anchor Tours, embedding inclusion and diversity into our corporate culture is a guiding business principle we embrace. For us, that means respecting and valuing differences among our customers and workforce. In fact, we believe our commitment to drawing upon the diverse backgrounds, talents, and experiences of our employees are a key reason Anchor Tours is a leader in ground transportation.

Anchor Tours' continued commitment to delivering excellence means ensuring diversity remains a cornerstone of our corporate culture. We will continue to foster an environment where all employees can realize their fullest potential. In responding to a diverse marketplace, we are also committed to our customer base, suppliers, and communities to remain a multicultural and diverse organization.

B.15.2. Current Contracts: We recognize that we serve a diverse marketplace. We truly value the relationships we've cultivated with diverse suppliers in our communities, including minority- and women-owned business enterprises. One important goal, now and in the future, is to continue looking for additional opportunities to demonstrate our commitment to diversity.

Anchor Tours recently contracted with the following vendor for ground transportation for passengers from Kentucky to various parts of the country.

Transcor, Inc., a woman owned company
9310 Old Kings Road, South
Suite 501
Jacksonville, FL 32227
Joni Crawford
904-737-7500

\$54,459.44 spent between June 29, 2011 and July 18, 2011

B.15.3. Level of Participation: At this time it is difficult to gauge, the level of participation by business enterprise owned by minorities but is believed to be an estimated 1-5 percent.

B.15.4. Workforce: The greatest strength of Anchor Tours, Inc. is our depth of talented and dedicated employees. We deeply appreciate their commitment to excellence. We continually strive to have a diverse workforce including and proud of the fact:

63% of Management positions at Anchor Tours are held by female employees

Ratio of Current Full Time and Part Time Employees Characteristics:

- 27% Female
- 22% African American
- 4% Hispanic

B.16. CURRENT CONTRACTS WITH THE STATE TO TENNESSEE

Anchor Tours currently does not have any active contracts with the State of Tennessee. Anchor Tours has completed the following contracts in the last five years:

Commercial Carrier Service
TN School F/T Blind, Nashville, TN
Contract Number: 4029458
Buyer: Tim Stephens
Buyer Phone: 615-714-1862
Department of Education
Term: Effective 7/1/03 to 06/30/08

Anchor Tours provided weekly shuttle services using four motorcoaches every Friday and Sunday to take students home in various parts of the state and then return to the Tennessee School for the Blind in Nashville.

State of Tennessee, Department of Transportation
Division of Multimodal Transportation Resources
18th Floor, James K. Polk Building
Nashville, TN 37243
Karen Cooperwood
(615) 253-5298
(615) 253-1482 (fax)
karen.cooperwood@tn.gov
TDOT Project No.98-5311-S3-063
FTA Project No. TN-18-X026-00
Term: Effective 01/09 to 08/15/2010

Anchor Tours provided daily service over two routes operating five motorcoaches providing intercity transportation from rural areas in Tennessee to Nashville. Servicing an area over fifteen designated stops, this project served as a demonstrator program of transit systems in the future could operate.

B.17. CUSTOMER REFERENCES

Anchor Tours currently provides daily shuttle service for various types of organizations across the Mid South. We have included two references from the following organization:

Fontanel Attractions, LLC
4225 Whites Creek Pike
Whites Creek, TN 37189

Anchor Tours provides ongoing shuttle service of up to four mini buses per day over a specified route based on visitors. Service is currently ongoing and started in April, 2010. Additionally, Anchor Tours provides shuttle services for after hours and special events of up to 12 buses for approximately twenty events each year.

Nashville Symphony
1 Symphony Place
Nashville, TN 37201

Anchor Tours provides shuttle service of two buses every Thursday – Sunday to pick up patrons over to specific routes for transportation to and from the symphony. Beginning in 2006, Anchor Tours has been the primary transportation provider and has completed over seven contracts.

TECHNICAL PROPOSAL & EVALUATION GUIDE

C. TECHNICAL QUALIFICATIONS, EXPERIENCE, & APPROACH. The Proposer must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below. A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0= little value 1=poor 2=fair 3=satisfactory 4=good 5=excellent

The RFP Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's raw, weighted score for purposes of calculating the section score as indicated.

PROPOSER NAME:	LEGAL ENTITY	ANCHOR TOURS, INC.			
Proposal Page # (Proposer completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
16, 24-28	C.1.	Provide a narrative that illustrates the Proposer's understanding of the State's requirements and project schedule.		10	
16-17, 36	C.2.	Provide a narrative that illustrates how the Proposer will complete the scope of services, accomplish required objectives, and meet the State's project		35	
17-19	C.3.	Provide a narrative that illustrates how the Proposer will manage the project, ensure completion of the scope of services, and accomplish required objectives within the State's project schedule.		30	
19, 37-40, 51-53	C.4.	Submit the following documentation relative to driver qualifications: a. A copy of your company's Driver Qualifications policy. b. Documentation demonstrating that your drivers meet all applicable qualifications, licensure, and certification for the services the State intends to purchase.		10	
19, 41-50	C.5.	Please submit your company's policy and procedures, including all applicable reports, for handling accidents, illness, or injuries involving State employees.		15	
<i>The RFP Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i>			Total Raw Weighted Score: <i>(sum of Raw Weighted Scores above)</i>		
Total Raw Weighted Score Maximum Possible Raw Weighted Score <i>(i.e., 5 x the sum of item weights above)</i>			X 35 = SCORE: <i>(maximum possible score)</i>		

PROPOSER LEGAL ENTITY NAME:			ANCHOR TOURS, INC.		
Proposal Page # (Proposer completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
<i>State Use – Evaluator Identification:</i>					
<i>State Use – RFP Coordinator Signature, Printed Name & Date:</i>					

C.1. REQUIREMENT UNDERSTANDING AND PROJECT SCHEDULE NARRATIVE

Anchor Tours, Inc. will provide all personnel, materials; vehicles; equipment, supervision, and other items necessary to (1) manage, operate, and supply the appropriate vehicles, and other related services that are required for a State of Tennessee Employee Shuttle. (2) Ensure compliance with all applicable laws, rules, regulations and standards for busing operations. And (3) establish and maintain superior levels of customer service.

Anchor Tours, Inc will operate the State Employee Shuttle in compliance with the following guidelines listed below:

C.1.1. **VEHICLES:** Anchor Tours, Inc. will provide shuttle services using six (6) 25-passenger (minimum) mini buses and one (1) ADA compliant 18-passenger (minimum) bus for the proposed service.

C.1.2. **SERVICE TIMES:** There are two proposed services:

C.1.2.1. **STANDARD SHUTTLE SERVICE:** This service will operate at frequencies of every fifteen-minute departures, Monday through Friday, excluding State holidays, during the hours of operation from 6:00 A.M. to 9:00 A.M., and from 3:30 P.M. to 6:00 P.M.

C.1.2.2. **SPECIAL EVENTS:** This service will operate infrequently with approximately six (6) events per year.

C.1.3. **ROUTES:** Anchor Tours will provide the standard shuttle service over four defined routes described as Orange, Yellow, Green and Blue. It is understood that Anchor Tours cannot deviate from the routes as described by the State of Tennessee. (See Attachment of page 24-28)

It is understood that at any time during the contract period, because of changing service needs or funding availability, the State, as it may deem necessary, may direct Anchor Tours by Memorandum of Understanding to:

- a) Add or delete the number of shuttle buses
- b) Modify, add or eliminate the service schedules
- c) Change the service route for any all shuttle buses
- d) Add, delete, or change shuttle bus stop locations.

C.2. COMPLETION OF SERVICES AND OBJECTIONS NARRATIVE

Anchor Tours, Inc. proposes to provide shuttle bus service that is safe, efficient, and reliable and to provide a superior level of service to the employees of the State of Tennessee. Anchor Tours, Inc. will provide on-going training and supervision of all personnel to assure that the Employee Shuttle Service operates safely, efficiently, and reliably while providing a superior level of service. Anchor Tours recognizes that a key aspect of the State of Tennessee's desired level of service is maintaining schedules, service intervals, and designated stops. Anchor Tours will accept full responsibility for operating the Employee Shuttle Service in a manner that meets the schedules, service intervals, and stop locations as described in the RFP.

Anchor Tours, Inc., intends to provide a superior State Employee Shuttle Service to the employees of the State of Tennessee and has identified key sustainable objectives to be accomplished the project's schedule:

C.2.1. **SHUTTLE VEHICLES:** Anchor Tours will operate the Employee Shuttle Service using a combination of existing fleet and newly purchased vehicles. All vehicles will have the operational requirements as outlined by the RFP including such amenities as:

- Heating and air conditioning
- Route Signage showing Route Color and "State of Tennessee Employee Shuttle"
- Average of vehicle will be less than five years old
- High back level 5 seating for passenger comfort.

- A minimum of one (1) ADA compliant vehicles equipped with wheel chair lift/ramp and seating capacity of at least 15 passengers.
- A minimum of six (6) mini buses with a capacity of at least 25 passengers

C.2.2. **DRIVERS:** Anchor Tours will provide all drivers assigned to perform work under this proposal with adequate training in the duties of his or her job to perform the work competently. Anchor Tours will only utilize drivers that have the proper qualifications and training which will include at least the following:

- Valid Tennessee Commercial Driver's License with a "P" endorsement
- Valid DOT Medical Card/Certificate
- Pre employment drug screened with negative test results
- Completed Driver Qualification file
- Criminal background check
- Complete driver qualification file in full compliance with all federal, state and local laws

C.2.3. **INSURANCE:** Anchor Tours, Inc. carries \$5 Million General Liability and Workman's Comp Insurance. Anchor Tours, Inc will list the State of Tennessee, Department of General Services as "Additionally Insured". (COI on page 37)

C.2.4. **VEHICLE MAINTENANCE:** Anchor Tours, Inc. will maintain service and clean all vehicles used to provide the Employee Shuttle Bus Service, and provide all labor, materials, and supplies required to maintain, service and clean the vehicles. Anchor Tours, Inc. ensures that all equipment and vehicles used to provide the State of Tennessee Employee Shuttle are in good order and repair, and cleanliness, in strict conformity with all the requirements of the law and the RFP.

Anchor Tours, Inc. will maintain the interior and exterior of all vehicles used to provide the State Employee Shuttle Service in a clean and attractive condition at all times including repair of damage thereto of any kind or character at Anchor Tour's sole cost and expense. This will include, but not be limited to, all windows, seats, carpeting and exterior. Repairs will be scheduled within seven (7) days following the date of the accident/damage.

C.2.5. **IMPLEMENTATION TIMELINE:** Anchor Tours proposes the following timeline of events if awarded the contract. This is only suggested based on current information known at this time:

- August 15, 2011: Contract Award Notice
- August 18, 2011: Meeting with Key personnel between State of Tennessee and Anchor Tours
- August 22, 2011: Training Starts for drivers, supervisors
- August 24, 2011: Over the Road Route Training to begin including "shadowing" current service provider
- September 1, 2011: Service Start Date

C.3. MANAGEMENT OF SERVICES AND OBJECTIVES

Anchor Tours, Inc. will maintain close supervision over all its personnel and vehicles used in the performance of the State Employee Shuttle Service to ensure Anchor Tours' timely, efficient, reliable, and professional performance of its obligations as described in the RFP, and in keeping with Anchor Tours, Inc., organizational culture.

C.3.1. **PERSONNEL:** All of Anchor Tours, Inc., personnel are required to be trained and competent to perform the duties of their positions. All of Anchor Tours, Inc., driver-personnel will be uniformed in a manner satisfactory to the State of Tennessee and will be clean and neat in appearance while on duty. All personnel will conduct themselves in a professional business such as:

- Will treat State Employees and members of the public in a prompt, polite, and

- professional manner
- Will provide accurate information to the State Employees and will effectively conduct and respond to routine and emergency communications
- Will not use profanity; engage in any loud boisterous or otherwise disturbing speech or conduct, nor display and rudeness whatsoever

Anchor Tours will use the following managers, which are part of Anchor Tours current compliment of employees to ensure the performance of the State Employee Shuttle Service:

- General Manager: Primary contact and for oversight of all Anchor Tours' operations provided under the State Employee Shuttle Services including but not limited to maintaining desired levels of superior customer service and safe, efficient and reliable shuttle service.
- Driver Manager/Dispatch: Responsible for hiring, assigning, scheduling, promoting and disciplining drivers for the State Employee Shuttle Service
- Safety Manager: Responsible for training, retraining and ongoing training of all vehicle drivers and investigation of all accidents and incidents
- Maintenance Manager: Overseeing the maintenance, repair, and cleanliness of the buses used to provide and operate the services for the shuttle service.

C.3.2. **TRAINING:** Anchor Tours, Inc. has an extensive and exhaustive training program for all operators to include classroom and hands-on training. All employees who operate commercial vehicles will have completed a minimum of the following compliance items:

- Operation of Vehicle
- Operation of ADA Lifts/Ramps
- Trip Inspections
- Space Management
- Intersection Safety
- Pedestrian Safety Awareness
- Passing and Lane Changing
- Backing Basics
- Customer Service

C.3.3. **SAFETY:** Anchor Tours believes that safety is paramount for an effective shuttle program and our goal is to foster a safety minded company culture. Anchor Tours promotes safety to it's drivers and all employees by providing the following:

- Quarterly Safety Meetings
- Safety Incentives
- Annual Recertification

C.3.4. **PRODEDURES:** Anchor Tours has performed extensive work providing shuttle services in the past and draws on these strengths to ensure a success shuttle service. Below outlines the procedures which will be implemented to show how Anchor will manage the project and ensure completion of the State of Tennessee's objectives for operating a safe, efficient and reliable shuttle program.

REPORTING: Reports to be completed at all company levels

Drivers will be required to complete the following reports:

- Daily Hour of Service Logs— to ensure proper time management of drivers
- Pre Trip/Post Trip Inspection Forms—to ensure safe operation of vehicles
- Daily Passenger Count per Route per Hour—as required by State of Tennessee

Office Staff will compile, complete, and submit the Shuttle Ridership Report—monthly report of total actual riders and average daily and monthly ridership counts by route in one-hour increments

DISPATCHING: Anchor Tours will be using a dedicate fleet of vehicles to operate the service. Anchor Tours uses computerized, industry specific software which assigns the drivers and vehicles to ensure compliance of all laws and safety regulations.

Drivers will be required to complete the following reports:

- Daily Hour of Service Logs— to ensure proper time management of drivers
- Pre Trip/Post Trip Inspection Forms—to ensure safe operation of vehicles
- Daily Passenger Count per Route per Hour—as required by State of Tennessee

Office Staff will compile, complete, and submit the Shuttle Ridership Report—monthly report of total actual riders and average daily and monthly ridership counts by route in one-hour increments.

C.4. DRIVER QUALIFICATIONS

C.4.1. **POLICY:** Anchor Tours, Inc. has an exhaustive and extensive driver management policy, which conforms to all local, state and federal laws, and ensures that all operators are trained and monitored to provide superior customer service while always making safety a priority. (See Attachment Pg. 37-40).

C.4.2. **DOCUMENTATION:** Anchor Tours, Inc. ensures that all drivers meet all applicable qualifications, licensures and certifications for operating a commercial carrier service. Anchor Tours, Inc., is submitting the following documents to show that outside regulatory bodies have reviewed our policies and procedures, and have awarded satisfactory ratings to demonstrate we are in compliance:

- USDOT—Operating Authority. See attachment page 51
- “SATISFACTORY” Rating from FMCSA. See attachment page 52
- Level “1” Rating from Department of Defense. See attachment page 53

C.5. ADDITIONAL COMPANY POLICITES

C.5.1. **VEHICLE MANAGEMENT POLICY.** See Attachment Pgs 41-44

C.5.2. **ENVIRONMENTAL AND HEALTH POLICY.** See Attachment pgs 45

C.5.3. **ACCIDENT REPORTING AND INVENSTIGATION POLICY.** See Attachment pgs 46-47

C.5.4. **MODIFIED RETURN TO WORK POLICY.** See Attachment pgs 48

C.5.5. **CELL PHONE AND PAGER POLICY.** See Attachment pgs 49-50

ATTACHMENTS



August 3, 2011

Dept. of General Services - Office of Services Procurement
William R. Snodgrass Tennessee Tower, 24th Floor
312 Rosa Parks Blvd.
Nashville, TN 37243

Jared Stancil
Anchor Tours, Inc.
3108 Blevins Road
Whites Creek, TN 37189

Re: Bank Reference

Anchor Tours, Inc. maintains a commercial banking relationship with Pinnacle Bank including deposit accounts, loans, and letters of credit. All accounts of Anchor Tours, Inc. at Pinnacle Bank are in good standing.

Sincerely,

A handwritten signature in black ink that reads "Jody Grantham". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Jody Grantham

150 3rd Avenue South
Suite 1000
Nashville, Tennessee 37201
615-690-4119
615-743-6088 fax
jody.grantham@pnfp.com

Taylor Diesel Service of Nashville
1120 Elm Hill Pike Ste 180
Nashville, TN. 37210
615-242-9550

Dept. of General Services - Office of Service Procurement
William R Snodgrass
Tennessee Tower, 24th Floor
312 Rosa Parks Blvd.
Nashville, TN. 37243

RE: Anchor Tours, Inc.

Taylor Diesel of Nashville has been doing business with Anchor Tours Inc. for the past 5 years. It has been a positive business relationship. They are a very professional group and a great company to deal with.

Thank you.

Ronnie Hawkins 08/01/2011

Ronnie Hawkins

Manager: Taylor Diesel of Nashville.

(615)242-9550

HOLLINGSWORTH OIL CO., INC.

P.O. Box 29 - 1503 Memorial Blvd.
Springfield, Tennessee 37172
(615) 384-5852

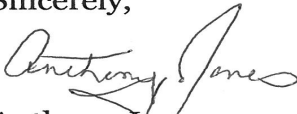
August 1, 2011

Anchor Tours
Mr. Stancil
3716 Dickerson Pike
Nashville, TN 37207

To Whom It May Concern:

This letter is to serve as written notice that Hollingsworth Oil Company has a positive relationship with Anchor Tours.

Sincerely,

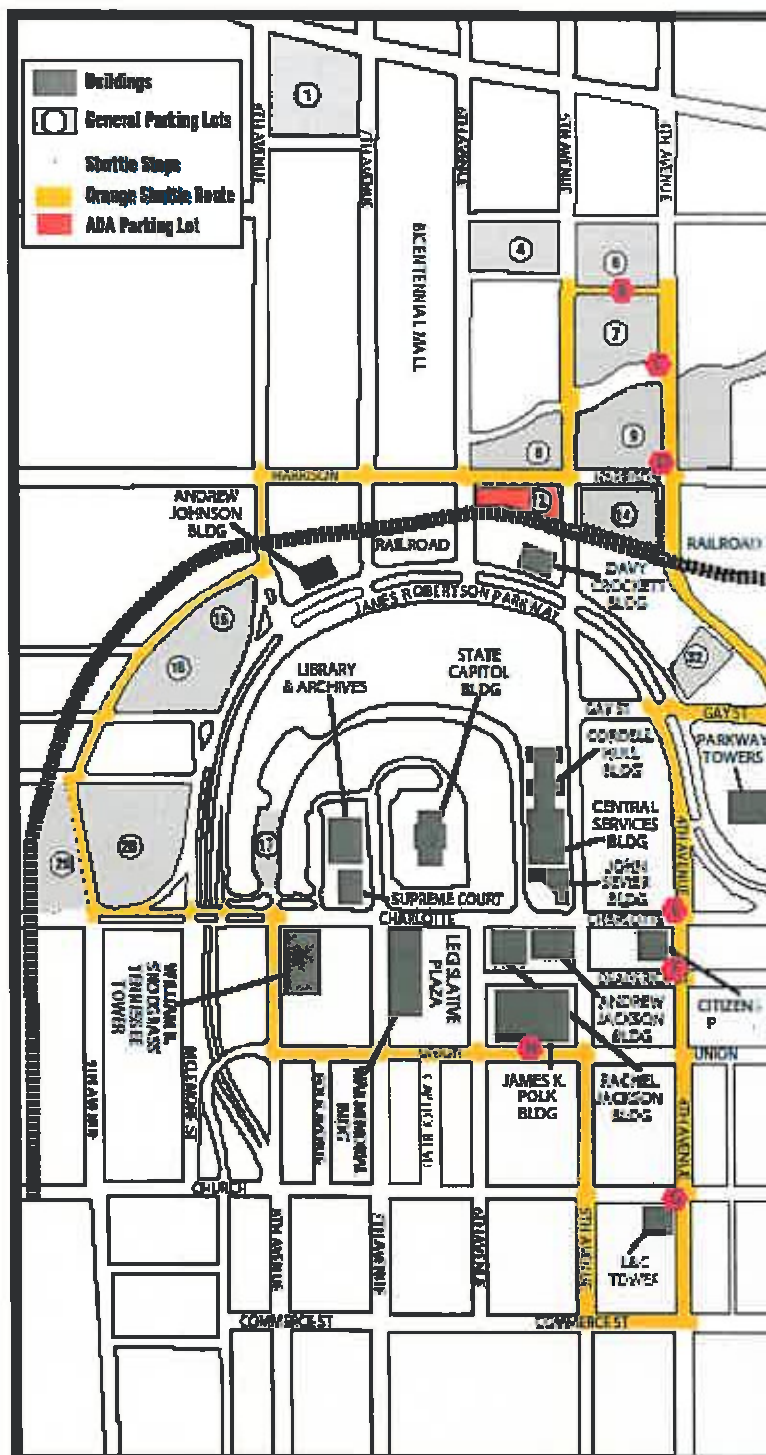
A handwritten signature in cursive script that reads "Anthony Jones".

Anthony Jones
Sales Representative

Standard Shuttle Schedule

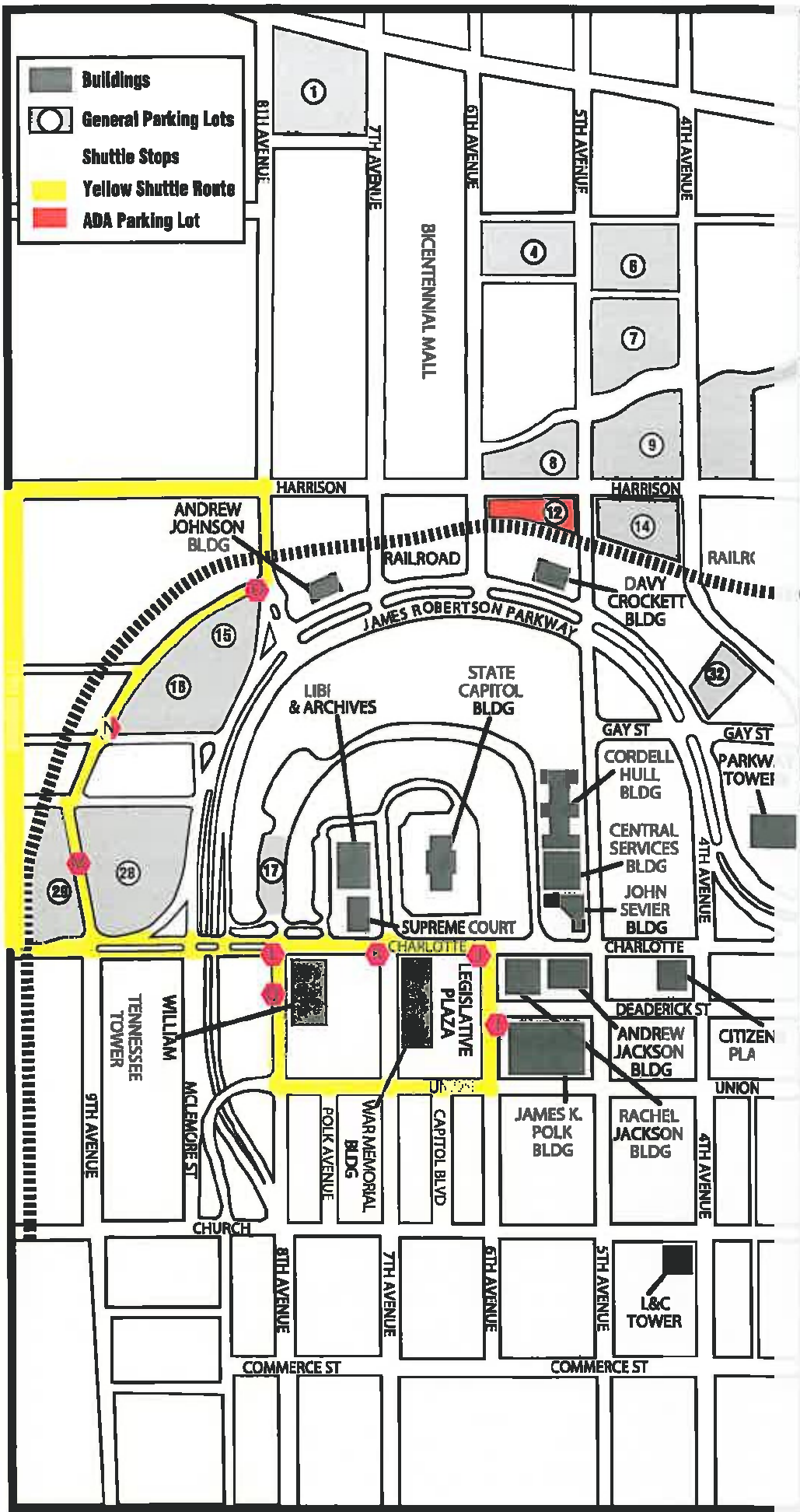
Morning Routes:	All routes will operate from 6:00 to 9:00 AM CT, maintaining a pace allowing each shuttle station to be serviced at frequencies of fifteen (15) minutes.		
Afternoon Routes:	All routes will run from 3:30 p.m. CT to 6:00 p.m. CT, maintaining a pace allowing each shuttle station to be serviced at frequencies of fifteen (15) minutes.		
Route	Stops	Parking Lots Serviced	Buildings Serviced
Orange	B, C, D, E, F, G, H	4, 6, 7, 8, 9, 12, 14	Citizen's Plaza L & C Tower Polk Building Rachel Jackson Andrew Jackson War Memorial
Yellow	I, J, K, L, M, N, O, Q	15, 16, 17, 28	Tennessee Tower Library and Archives War Memorial Rachel Jackson Andrew Jackson Polk Building
Green	A, B, C, D, E, F, G, H	4, 6, 7, 8, 9, 12, 14	Citizen's Plaza L & C Tower Polk Building Rachel Jackson Andrew Jackson War Memorial
Blue	A, B, C, D, J, K, L, P	4, 6, 7, 8, 9, 12, 14	Tennessee Tower Library and Archives War Memorial Rachel Jackson Andrew Jackson John Sevier Central Services Cordell Hull

ATTACHMENT



ORANGE
SHUTTLE ROUTE

STATE EMPLOYEE SHUTTLE SERVICE

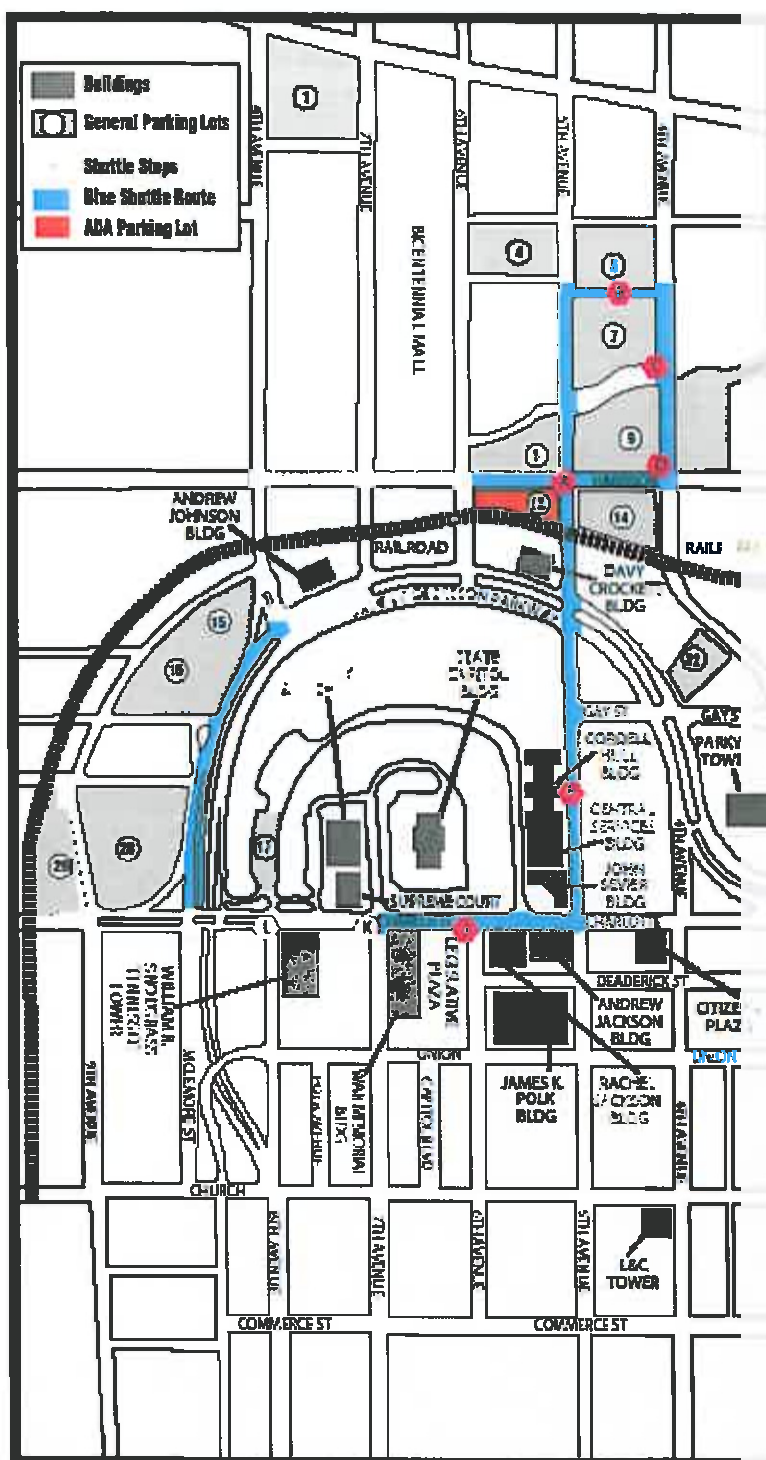


YELLOW SHUTTLE ROUTE

STATE EMPLOYEE SHUTTLE SERVICE

**BLUE
SHUTTLE ROUTE**

STATE EMPLOYEE SHUTTLE SERVICE



S. JARED STANCIL

Accomplished, seasoned Professional with proven success in operations management to achieve the organizational mission. Strong technical and business qualifications with an impressive track record of more than 10 years of hands-on experience in strategic financial planning, business unit development, project management, and client relations. Superior communication skills, easily interacts with executives, clients, vendors, and staff. Additional accomplishments in:

- | | | |
|--------------------|----------------------------|-----------------------|
| ◆ Client Relations | ◆ Project Management | ◆ Policy Development |
| ◆ Team Leadership | ◆ Functional Collaboration | ◆ Operations Training |

CAREER ACCOMPLISHMENTS

ANCHOR TRAILWAYS & TOURS 09/1999 – Present

- Applied for and received two security grants of (\$100,000 each), and an operation reimbursement grant with the state of Tennessee for \$2.75M.
- Independently grew fleet size from 15 to 46 coaches and office staff from 3 to 25 people.
- Instrumental in growing company sales from \$1.75M to \$6M.
- Received 6 Marketing Awards in two years from Trailways Transportation System for Best Motorcoach Design, Best Website, Best Magazine/Publication Advertisement; Best Public Relations/Promotions, Best Product-Service Literature.
- Recognized as a 2010 Innovative Operator of Year in Metro Magazine.

PROFESSIONAL EXPERIENCE

ANCHOR TRAILWAYS & TOURS, Nashville, TN

09/1999 – Present

Executive Vice President (01/2009-Present)

- Provided direct oversight for the implementation of a new AT Runner scheduled service.
- Prepare and track inventories. Ensure proper types and amounts of supplies are available to support requirements. Design and implement inventory control systems to create PO's for ordering, tracking parts received, and managing inventory levels.
- Provide leadership, management and direction to staff. Ensure that deadlines are met while promoting an environment conducive to teamwork and open communication.
- Oversee three facilities including 30 office/garage employees and 75 drivers. Create, implement and communicate company policy to all employees.
- Demonstrate strong oral communication and interpersonal skills; served as spokesperson at extensive statewide AT Runner media events.
- Interpret and apply DOT and DOD knowledge of laws, policies and procedures.

Vice President/General Manager (09/2004-01/2009)

- Oversaw operations, marketing, strategy, and client relationship management.
- Provided mentoring, coaching, direction and training to a staff with widely diverse skill sets; implemented training of all new computer systems.
- Performed various HR duties including recruitment and retention and benefit selection and administration.
- Installed and maintained GPS on the entire fleet and oversaw graphics implementation and standardization on all new vehicles.
- Strong customer service skills; attracted and retained loyal clients by building reputation of integrity, knowledge and accountability. Cultivated client base by maintaining a high-standard performance record via exceptional service, follow-through, and attention to detail.
- Directed marketing efforts to promote visibility and introduce services.

Dispatch/Operations (09/2002-00/2004)

- Oversaw day-to-day operations of the company including scheduling of staff and maintenance of equipment.
- Implemented best practices for operational excellence which included re-engineering business processes, leveraging the use of technology to improve operations, and implementing performance metrics to measure and monitor performance.
- Developed plans, operating procedures, and standards to effectively operate, strengthen, and improve functions and operations within the company.

Inside Sales/Office Operations (09/2000-09/2002)

- Promoted from trainee to manager of customer service, inside sales, troubleshooting and dispatch.
- Frequently exercised creativity and innovation by streamlining work processes and procedures; computerized office operations while seeing to the effective use of labor, money and materials.

Maintenance Operator (09/1999-09/2000)

- Gained extensive experience pertaining to facility and equipment maintenance.

EDUCATION

GEORGIA STATE UNIVERSITY, Atlanta, GA

Bachelor of Science in Business Administration, 1999

Experience

Dispatcher/Safety Coordinator

August 2010 – Present Anchor Trailways & Tours, Whites Creek, TN
Insure all drivers have proper paperwork prior to each trip per company standards
Insure the proper coach & driver are dispatched with each group
Conduct safety meeting with drivers to keep their skills sharp

Scheduled Route Supervisor

February 2010 - August 2010 Anchor Trailways & Tours, Whites Creek, TN
Provide customer service to stops & passenger
Supervise drivers to insure the utmost customer service
Submit tickets for reimbursement to associated bus lines

Motor Coach Operator

January 2009 - February 2010 Anchor Trailways & Tours, Whites Creek, TN
Operate the coach in a safe manner & maintain coach cleanliness while on the road
Follow all company & DOT protocol
Provide excellent customer service to passengers

Account Executive

May 2008 - December 2008 Fleet One, LLC, Nashville, TN
Call on trucking companies in need of fueling products
Follow up with potential customers
Follow up with existing customers to insure the products are meeting their needs

Motor Coach Operator

May 2007 - May 2008 Knight Coach, Laurel, MS
Operate the coach in a safe manner & maintain coach cleanliness while on the road
Follow all company & DOT protocol
Provide excellent customer service to passengers

Sales Consultant/Internet Manager

July 2002 - May 2007 McMullan Motors, Hattiesburg, MS
Assist customers in the purchase of new & pre-owned vehicles
Follow up with all internet & email leads
DaimlerChrysler Certified Sales Consultant

Education

Mississippi State University, Starkville, MS
August 1997 - December 1999
Majored in Music Education & Political Science

New Orleans Baptist Theological Seminary
2005 - 2007
Church Music Leadership Certificate

Jones County Junior College, Ellisville, MS
August 1993 - August 1996
Associates Degree in Music Education

Summer-Joy Powers

EMPLOYMENT

Driver Manager

Jan. 2006 thru Present- Anchor Tours Inc.-Whites Creek TN

Ensure compliance of all FMCSA, DOT rules and regulations
Oversee dispatch for all company drivers, vehicles
Coordinate safety training with managers to ensure safe operations

Customer Service Manager

Sept. 2003 thru Jan. 2006- Nationwide Insurance: Lawrence R Phillips Agency- Goodlettsville TN

Sales: Property and Casualty, Licensed by the State of Tennessee,
Systems Management set up and installs computer systems, hardware and software, maintenance of systems, training on new programs. Customer Service for over 3,000 Policy Holder Accounts. Pro-active Marketing. Maintaining customer applications for Compliance.

Inside Sales

May 2002 thru Aug. 2003- Marysville Marine Distributors- White House TN

Order entry, customer service,
technical support of Marine application motor parts, answering multi-line phones, shipping, receiving, expediting orders, assisted in developing a 7,000 dealer customer data base, some purchasing, some accounting, assisted in developing a monthly sales flyer, gathering product information and pictures, proofing each section for accuracy.

Inside Sales/Territory Manager

May 1996 thru May 2002- Mid South Marine Distributors (now Donovan Marine)- Nashville TN

Order entry, customer service, technical support, answering multi line phones, planning and merchandising, created monthly call schedules, scheduled large shipments, shipping, receiving, expediting orders, maintaining 200 plus customer accounts responsible for growth, territory manager with and outside partner,

Account Receivable Specialist

Oct 1991 thru May 1993- Service Merchandise, Nashville TN

Customer service, holding orders due to line of credit issues, setting credit limits, analyzing credit reports, Dun and Bradstreet reports, reconciliation of customer accounts, collections, and special order processing, responsible for creating and maintaining Job description/duties manual.

Stay at Home Mome

March 1988 thru Oct 1995- .

Credit Officer

May 1987 thru March 1988- McClures Stores, Inc. Nashville TN

Credit approvals, declines, processing applications, authorizations, collections and credit bureau reports.

EDUCATION

May, 1988 High School Diploma Madison High School

CERTIFICATIONS:

Licensed Insurance Producer

Harry R. Lee Sr.

Employment History:

Anchor Tours, Inc d/b/a Anchor Trailways,
April 2008 to present

Whites Creek, TN

- Parts Manager
- Maintenance Administration

Greyhound Lines Inc.,
July 1968 to December 2007

Nashville Tennessee

- Apprentice Mechanic
- Mechanic
- Maintenance Supervisor,
- Maintenance Records Manager
- Garage Manager

Continental Trailways Southern
October 1966 to July 1968

New Orleans, LA

- Ticket Agent

US Army
June 1963 to June 1966

Education:

High School Diploma, Hancock North Central,
May, 1963

Kiln, MS



CERTIFICATE OF LIABILITY INSURANCE

OP ID: SK

DATE (MM/DD/YYYY)

07/12/11

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER SE Specialty Underwriters, Inc 4625 Alexander Dr., Suite 140 Alpharetta, GA 30022 James Mark Allison		770-242-8494 770-242-8595	CONTACT NAME: PHONE (A/C, No, Ext): E-MAIL ADDRESS: PRODUCER CUSTOMER ID #: ANCHO-1
INSURED Anchor Tours, Inc. 3108 Blevins Road White Creek,, TN 37189		INSURER(S) AFFORDING COVERAGE INSURER A : National Interstate Ins. Co. INSURER B : INSURER C : INSURER D : INSURER E : INSURER F :	
		NAIC # 32620	

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> GENERAL LIABILITY			YPP1133270-08	05/01/11	05/01/12	EACH OCCURRENCE \$ 5,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						MED EXP (Any one person) \$ 5,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						PERSONAL & ADV INJURY \$ 5,000,000
	<input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC						GENERAL AGGREGATE \$ 5,000,000..
							PRODUCTS - COMP/OP AGG \$ 5,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY			YPP1133270-08	05/01/11	05/01/12	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000
	<input type="checkbox"/> ANY AUTO						BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALL OWNED AUTOS						BODILY INJURY (Per accident) \$
	<input type="checkbox"/> SCHEDULED AUTOS						PROPERTY DAMAGE (Per accident) \$
	<input type="checkbox"/> HIRED AUTOS						\$
	<input type="checkbox"/> NON-OWNED AUTOS						\$
	<input type="checkbox"/> UMBRELLA LIAB	<input type="checkbox"/> OCCUR					EACH OCCURRENCE \$
	<input type="checkbox"/> EXCESS LIAB	<input type="checkbox"/> CLAIMS-MADE					AGGREGATE \$
	<input type="checkbox"/> DEDUCTIBLE						\$
	<input type="checkbox"/> RETENTION \$						\$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			YWC1133270-08	05/01/11	05/01/12	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input type="checkbox"/> Y / N	<input type="checkbox"/> N / A				E.L. EACH ACCIDENT \$ 500,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE \$ 500,000
							E.L. DISEASE - POLICY LIMIT \$ 500,000
A	Physical Damage			YPP1133270-08	05/01/11	05/01/12	10,000.De ACV
	Spec.Perils & Coll						

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
Charter bus company

CERTIFICATE HOLDER**CANCELLATION**

PROOF OF	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

© 1988-2009 ACORD CORPORATION. All rights reserved.

ANCHOR TOURS DRIVER MANAGEMENT POLICY

It is the policy of Anchor Tours, Inc. to hire, train and manage drivers to provide the safest and most pleasurable service to our customers, and to comply with all applicable Federal and State Regulations while doing so.

It is the responsibility of the General Manager to oversee and coordinate all driver management activities and to ensure compliance with this policy.

Hiring

All applicants for the driver position must meet the minimum qualifications as set forth below:

Minimum Qualifications

- High school diploma or GED equivalent;
- US Citizen or permanent Visa;
- Must be at least 23 years of age;
- Must have a vehicle driver's license for at least 3 years;
- Must have acceptable driving record (MVR). Refer to "Driver Management Procedures" in the Toolbox section of this manual;
- Must be physically capable to perform the essential job functions;
- Must have no conviction of a felony;
- Must comply with all other applicable qualifications for employment established by regulation and by the company;
- Must satisfactorily demonstrate acceptable driving behaviors during a road test.

Training

Training will be provided to all drivers on a recurring basis, as follows:

New Driver Training

The initial training of a newly hired professional driver will include at least the following:

- Knowledge and skill preparation to obtain a CDL (if necessary);
- Professional driver training as follows:
 - Defensive driving;
 - Trip planning and preparation;
 - Pre and post-trip inspection procedures;
 - Emergency and accident procedures;
 - Compliance with regulations;
 - Comprehensive knowledge of the equipment;
 - Alcohol and controlled substance effects and consequences;
 - Passenger assistance (including "special needs" passengers);
 - Baggage handling;

- Customer relations;
- Employee health and safety (personal wellness & fatigue management, personal protective equipment, hazard communication, etc.)

Annual Refresher Training (Recertification)

Annual refresher training (recertification) for drivers will include at least the following:

- Quarterly one hour safety meetings;
- Road test recertification of defensive driving skills;
- Spontaneous group or one-on-one training, when appropriate.

Remedial Training

The need for retraining is required for drivers who have experienced behavioral difficulties (e.g., preventable accidents, moving violations, passenger or motorist complaints, unsatisfactory performance observed during road observations, etc.)

Remedial training will be at least four hours in length and will focus on the specific issues involved in the inappropriate behavior. Classroom and off roadway training should be used in addition to a road test with commentary driving to confirm that appropriate behaviors are understood and practiced.

Training Documentation

All training, regardless of the type, must be properly documented, including the driver's name, date of training, subject(s) covered, and the identity of the trainer.

Expected Behaviors and Discipline

The following procedures will be used to insure appropriate and safe behavior by drivers:

- At least an annual review of the MVR;
- Disciplinary actions for specific unacceptable behaviors as follows:

Length of Time	Unacceptable Behaviors	Action To Be Taken Time
0 - 12 months	\$ 1 - Preventable Accident \$ 1 - Moving Violation in any vehicle \$ 1 - Unacceptable Road/Ride Observation Report	Warning and Remedial Training
0 - 12 months	\$ 2 - Verified Complaints \$ 2 - Preventable Accidents \$ 2 - Moving Violations in any vehicle \$ 2 - Unacceptable Road/Ride Observation Reports	Termination
12 - 24 months	\$ 4 - Verified Complaints \$ 2 - Preventable Accidents \$ 2 - Moving Violations in any vehicle \$ 2 - Unacceptable Road/Ride Observation Reports \$ 4 - Verified Complaints	Suspension and Remedial Training

Length of Time	Unacceptable Behaviors	Action To Be Taken Time
24 - 36 months	\$ 3 - Preventable accidents \$ 3 - Moving Violations in any vehicle \$ 3 - Unacceptable Road/Ride Observation Reports \$ 6 - Verified Complaints	Termination
NOTE	Any combination of the above unacceptable behaviors will be used to determine appropriate disciplinary actions to be administered.	
N/A	Any violations while operating any vehicle or accidents while operating a company vehicle not reported within 24 hours.	Termination
N/A	Any conviction resulting from a moving violation in any non-commercial vehicle not reported within 24 hours.	
N/A	DUI/DWI Conviction	Termination
N/A	Any confirmed positive or any refusal to have a test administered when directed by management.	Termination
N/A	Falsification of record-of- duty status records (logs).	Termination
N/A	Tampering with pre-set safety devices on vehicles.	Termination
N/A	Violations involving excessive speeding (15 mph or more above speed limit), reckless driving, disobeying stop signs or traffic signals, or other serious traffic offense defined in the Federal Motor Carrier Safety Regulations; or a preventable accident involving excessive speed, reckless driving, or other irresponsible behaviors as determined by Management.	Termination
N/A	Any violation of safety rules, performance evaluation criteria, or other policies in effect.	Disciplinary Action as Determined by the General Manager
N/A	Verified Complaints – any written complaints from a motorist, passenger, or other person concerning the behavior of a driver in the course of their duties for the Company.	Disciplinary Action as Determined by the General Manager
N/A	Violation of the Cell Phone Usage Policy	Disciplinary Action as Determined by the General Manager

On-Going Regulatory Requirements for Drivers

The following requirements will be satisfied for all drivers of commercial vehicles:

- Annual MVR;
- Annual recertification/requalification
- Physical requalification in accordance with DOT regulations
- Verification of logs;
- Participation in random, reasonable suspicion, and post-accident alcohol and controlled substance testing program.

Positive Communication and Feedback

Regular, frequent communication to drivers regarding acceptable performance and safe behaviors will be required. This communication will be accomplished as follows:

- Periodic safety messages to all drivers;
- Posting of complimentary letters from passengers or the general public;
- Discussion of positive performance and behavior at safety meetings;
- Annual review of performance for the driver conducted by the General Manager;
- Informal, direct recognition of acceptable behavior or encouragement for appropriate behavior whenever possible and appropriate;
- Additional methods of positive communication as appropriate (e.g., recognition of birthdays, company anniversaries, etc.) are encouraged.

ANCHOR TOURS, INC.
VEHICLE MANAGEMENT POLICY

It is the policy of the Anchor Tours to ensure that all vehicles are safe for use by employees and can be efficiently operated. Accordingly, all vehicles shall be maintained at specific intervals and in prescribed ways for the safety of employees and the general public.

It is the responsibility of the general manager and maintenance manager to ensure that all employees involved with the maintenance and repair of vehicles comply with this policy by following all established procedures for this process.

Types of Maintenance

To ensure the safe and efficient operation of vehicles, the following types of inspections, maintenance, and related activities shall occur as described below:

- Daily vehicle inspection by drivers;
- Unscheduled maintenance;
- Scheduled preventive maintenance;
- At 10,000 miles or 1 month intervals;
- At 20,000 miles or 3 month intervals;
- Annual inspections and maintenance;
- Major component repair/replacement;
- Rehabilitation;
- Monitoring and investigation of "Mystery" damage;
- Recordkeeping;
- Monthly performance reporting;
- Warranty recovery program;
- Periodic program review;
- Certifications as follows:
 - Annual inspection technicians;
 - Brake technicians.

Driver Vehicle Inspection Reports

Each driver of company owned commercial vehicles shall inspect that equipment before and after use. Forms are provided for this purpose in the Appendix section of this manual and must be completely filled out by the driver in all cases.

This inspection is intended to identify any safety related defects on the vehicle and any non-safety functional defects.

At the beginning of each shift, a driver must perform a pre-trip inspection of the vehicle. This pre-trip inspection will be performed after review of the post trip inspection report filled out by the previous driver. If safety defects were noted on the previous report, these defects must be corrected before the vehicle is again operated. Only after a driver has confirmed that any previously noted safety related defect(s) have been repaired, and that all systems are functioning properly, he/she may operate the vehicle. At the end of a pre-trip inspection, the current operator will sign the bottom of the report prepared by the previous operator at the end of the last shift.

Non-commercial company owned vehicles should also be inspected by the driver before operating them. If safety defects are found, they should be reported immediately to the maintenance department

for repair prior to use.

Unscheduled Maintenance

When defects are reported by drivers, the vehicle should be inspected and repaired by a service technician. All repairs should be properly documented. If the repair is related to a safety defect noted on the Driver's Vehicle Inspection Report, the service technician must sign that form at the appropriate location to indicate that the defects were repaired. Work order numbers should be indicated as a cross reference to the DVIR.

Scheduled Maintenance

Each commercial vehicle operated by the Company must undergo preventive maintenance inspections every 6,000 miles or 1 month, whichever occurs first. This inspection shall be performed in a scheduled manner by qualified and experienced mechanics. An inspection form is included in the Appendix section of this manual for this purpose.

In addition, oil changes and chassis lubrication should occur at these intervals as routine preventive maintenance.

Each vehicle will be more comprehensively inspected every 18,000 miles or 3 months, whichever occurs first. This inspection will include all other components and systems not inspected during the 6,000 mile or 1 month inspection, including the required emergency window and exit push out documentation.

For these inspections to be performed properly, complete procedures for each type of vehicle with regards to inspection of components and systems should be available to mechanics. These procedures should be obtained from the manufacturers for your use.

An annual inspection of each vehicle owned by the company must also be performed. A form for use with commercial vehicles is also included in the Appendix. This form can be modified for use with non-commercial fleet vehicles as well.

The annual inspection is intended to ensure that the vehicle has no observable defects of any type and must be performed in compliance with Federal Motor Carrier Safety Regulations requirements, found in Part 396, Appendix G.

Major Component Repair/Replacement

The need for major component repair and replacement is determined primarily through historical information maintained by the Maintenance Manager for each vehicle, as well as through problems reported by drivers.

Engine and transmission overhauls should be performed as noted above or at other intervals recommended by manufacturers.

Monitoring of "Mystery" Damage

All employees responsible for the operation and maintenance of company vehicles are required to carefully monitor vehicle damage in order to identify the source of all newly incurred damage as well as those responsible for such damage and to take appropriate disciplinary action to eliminate the problem.

Rehabilitation

Rehabilitation of vehicles should be performed when necessary or as planned. Exterior painting, replacement of seats, etc. should be performed as necessary or on a scheduled basis based upon the expected life and use of the vehicle.

Recordkeeping

A vehicle file shall be prepared for each vehicle owned by the company. All evidence of inspection and repair shall be kept in this file for the duration of vehicle ownership by the company, and for one year thereafter.

Copies of the daily vehicle inspection reports prepared by drivers shall be kept for the previous 90 days. These reports must be thoroughly completed, including the required signatures by drivers and mechanics and the applicable work order number(s) for noted defects and repairs.

Inspection forms for 6,000 mile/1 month and 18,000 mile/3 month interval inspections and annual inspections shall be fully completed and kept in the vehicle file.

Any work performed on a vehicle shall be documented on a work order sheet. A typical work order sheet is included in the toolbox. All parts and labor associated with maintenance activities shall be documented on this sheet. These completed sheets shall be kept in the vehicle file.

All inspection and maintenance forms shall include, as part of their completeness, the date and the mileage from the odometer or hub meter of the vehicle. This is mandatory information that must be on each form used for inspection and repair.

Monthly Performance Reporting

In order to effectively manage the total maintenance program, a monthly report will be issued on fleet performance by the Maintenance Manager. This report will provide information on fuel and motor oil consumption for each vehicle in the entire fleet. A report on in-service failures or reported problems shall be included to provide an analysis of maintenance performance. Included with the report will be information on monthly and year-to-date performance of the fleet. This information will be useful to monitor long term trends on fuel and oil use, as well as mechanical and non-mechanical breakdowns.

Comparisons of performance by the various types of vehicles in the fleet will also be performed and included in the monthly report.

Warranty Recovery Program

The method of warranty recovery is determined by the manufacturer's guidelines for filing the warranty. Warranties will generally be written monthly for submission to the manufacturer. All items that are determined to be defective will be removed and submitted to the manufacturer for credit. Labor and parts will be calculated based on the warranty publication of the manufacturer's guidebook. It is the policy of the Company to aggressively pursue warranty dollars from manufacturers for reimbursement of defective items.

Review of Maintenance Plan

The maintenance program, along with stated goals and objectives, should be reviewed every three years to ensure its effectiveness. This review should include an analysis of the preventive maintenance program together with results achieved. While various factors such as climate, urban density, type of operation and fleet age will have a bearing on this review, it is important to ensure that the maintenance

program is the most effective possible on a continued basis.

Certifications (Annual Inspection and Brake Technician)

Individuals performing annual inspections of vehicles will be qualified to do so in accordance with the provisions outlined in Section 396.19 of the Federal Motor Carrier Safety Regulations. Evidence of the individual's qualifications must be retained for examination upon demand for the duration of the employee's employment, and for one year thereafter.

Individuals performing inspections, service, maintenance or repairs to the brake systems of commercial vehicles will be qualified to do so in accordance with the provisions outlined in Section 396.25 of the Federal Motor Carrier Safety Regulations. Evidence of the individual's qualifications must be retained for examination upon demand for the duration of the employee's employment, and for one year thereafter.

ENVIRONMENTAL HEALTH AND SAFETY POLICY

It is the policy of the Company to provide a safe, clean work environment for all employees, to establish an effective and continuous safety and health program through educational and monitoring procedures, and to comply with all applicable OSHA and EPA regulations.

A comprehensive program will be implemented to protect the lives and health of our employees, our customers, and visitors.

It will be the responsibility of the General Manager to oversee and coordinate the safety and health program. Department managers, supervisors, safety department representatives and employees play a major role in maintaining environmental health and safety in the workplace.

Required Elements of the Program

- Safety and health orientation for all employees;
- Facility and equipment familiarization;
- Ongoing, job specific safety training and education;
- Safe work rules for all employees;
- Emergency evacuation plans;
- Housekeeping expectations;
- Job hazard analyses;
- Environmental controls (infectious agents, noise, air quality, sanitation, etc.);
- Observations of workplace activities;
- Workplace inspections and audits;
- Personal protective equipment provisions and use;
- System to report unsafe working conditions;
- Safety remediation procedures (corrective discipline).

Safety and Health Guidelines

Employees must be encouraged to inform supervisors about their concerns or complaints regarding unsafe working conditions, together with suggested ways to correct or eliminate the identified problem.

Supervisors must immediately attempt to remedy identified problems and concerns of employees where possible and refer all such matters to the General Manager for further review.

Each member of the organization must be aware of the importance of keeping the workplace safe and applying safe work practices. Violations of any work rules, or noncompliance with established procedures and requirements, will result in appropriate disciplinary action.

ACCIDENT REPORTING AND INVESTIGATION POLICY

It is the policy of the Company to document each accident which occurs involving employees and equipment, and to thoroughly investigate each accident reported, so that claims may be handled fairly and appropriate actions can be taken to prevent future occurrences. All operations and employees will follow the established procedures applicable to this process.

Definitions

Accident - an event which results in any injury, no matter how minor, to employees or other parties, occurring within company owned facilities or involving the operation of company owned vehicles, through the actions of company employees and representatives, or damage to any property, whether company owned or not, resulting from actions of company employees or the actions of others.

Accident report forms - forms for the reporting of accidents to be used by all managers. Examples of these forms can be found in the Appendix section of this manual.

Management Responsibility

It will be the responsibility of the safety department representative to oversee and document accident reporting and investigation activities throughout the organization.

It will be the responsibility of each Department Manager to inform his/her employees of these policies and to insure that all accidents are reported on the appropriate forms and in a timely manner. In addition, each Department Manager must insure that all accidents are thoroughly investigated. The annual performance review process for Department Managers will include a review of their department's compliance with this policy.

Accident Reporting and Recording

All accidents shall be reported immediately after they occur. Off-site accidents must be reported to the dispatcher as soon as practical by telephone.

The appropriate accident form must be filled out completely within 24 hours. Keep in mind that some information must be acquired at the accident scene before departure.

Accident reports should be maintained in separate files along with other pertinent information. A record of all vehicular accidents must be maintained collectively on a separate log (accident register). Work site accidents involving injuries to employees must be maintained collectively on an OSHA 300 form.

If the accident involves an employee driving a commercial vehicle, immediate action must be taken to determine if post-accident drug/alcohol testing is required. If so, the supervisor on duty is required to insure the timely testing of the employee.

All departments will use the accident/incident reporting forms attached to this policy or other forms provided and required by the insurance carrier. Any injury to an employee, no matter how minor, and any damage to any vehicle or equipment, no matter how minor, and any injury to a member of the general public which occurs on or within company facilities, or as a result of company employee or equipment activities, must be reported on these forms. All "near misses" or non-injury/non-damage incidents should also be reported.

Accident Investigation

All accidents must be investigated to determine preventability and reduce the likelihood of a recurrence in the future. Reports for each accident must be prepared and shall include a determination of preventability, changes to be implemented, and time frames for implementation. This includes reference to employee disciplinary actions, if appropriate.

Sample forms are included in the Toolbox section of this manual for this purpose. Copies of completed forms will be forwarded to the General Manager for review.

Specific information concerning Accident/Incident Investigation is included in the Toolbox section as well. This information will assist management in effectively investigating these events and determining causative factors.

MODIFIED RETURN-TO-WORK POLICY

It is the policy of Anchor Tours, Inc. to provide modified job opportunities to employees who sustain on-the-job injuries which are not permanent in nature. This program has been implemented due to the increased costs of administering and paying for workers' compensation claims in an effort to control our losses.

This program requires a cooperative effort from everyone. It is the responsibility of the General Manager to insure that all managers and supervisors understand the process and carry out established procedures.

Objectives:

- 1) To prevent injuries before they happen;
- 2) To control the costs of workers' compensation after they happen.

Our safety program is designed to reduce the likelihood and frequency of injuries. Our modified work program is designed to control the costs of injuries once they occur.

Modified work offers an opportunity for our employees who are capable of some job function (but not capable of full-duty) to return to the workplace after sustaining an injury.

This approach is of benefit to both the company and the employee and is critical in keeping our injured workers part of the workforce - socially, mentally, and physically. Good, loyal employees should have the opportunity to continue to make contributions according to their abilities.

Management's Responsibilities

- Understand and support the program;
- Choose appropriate modified work jobs;
- Train supervisors;
- Choose a company physician;
- Meet with the company physician;
- Meet with union officials (if applicable);
- Post the policy statement;
- Distribute materials;
- Monitor progress.

Supervisor's Responsibilities

- Conduct post-accident activities;
- Provide appropriate types of return to work activities for employees;
- Provide supervisory support;
- Provide post injury management.

The intended result of the return-to-work program is faster rehabilitation and return to normal work duties for employees.

CELL PHONE & PAGER USE POLICY

It is the policy of Anchor Tours, Inc. to provide communication technology capabilities for drivers to help them perform their duties in a safe and secure manner. When drivers are entrusted with cell phones, camera phones, or pagers it is their responsibility to utilize them in a safe, prudent manner that does not jeopardize their safety or that of other employees, passengers and the motoring public, or our equipment, facilities and other materials. It is essential that when a conflict exists between safety and the utilization of one of these devices, safety must receive top priority.

Cell Phones

Do not use the cell phone while driving unless it is absolutely necessary. Social calls are not allowed while you drive. It is only for communication with company representatives for company purposes.

If you must use the cell phone for communication:

1. Obey all state and local laws regarding in-vehicle cell phone use;
2. Get to know your cell phone's features such as speed-dial and redial. Memorize your keypad;
3. Do not use phone text messaging or similar protracted data functions while driving;
4. Always use hands-free devices, such as ear/mike accessory and phone cradle;
5. Position the cell phone within easy reach;
6. Let the person you are speaking with know you are driving;
7. Suspend conversations during hazardous situations, including congested traffic or bad weather;
8. Never take notes or look up information while driving;
9. Dial sensibly and assess the traffic. Except during an emergency; place the calls when you are not moving or before pulling into traffic;
10. Do not engage in stressful or emotional conversations that may divert your attention from the road or your responsibilities;
11. Keep any necessary conversations brief;
12. Hang up without warning in precarious traffic situations. You can always explain later why you disconnected.

Violation of this policy will result in disciplinary actions as detailed in the Driver Management Policy.

Camera Phone Checklist

In addition to the items detailed for cell phone use above:

- Never take photographs of anybody without their permission;
- If you are involved in an accident, take photographs of the accident scene. Photograph the following:
 - Vehicles at their places of rest;
 - Skid marks, gouge marks, debris, etc.;
 - People who were involved in the accident and who apparently have no injuries;
 - Fire departments, police departments, emergency medical services, etc.;
 - NEVER photograph injured people.

Pagers

- Do not use pagers while driving;
- Place the paging signal on silent while driving;
- Check pagers at every stop and at the beginning and end of each day.



U.S. Department of Transportation
Federal Motor Carrier Safety Administration

400 7th Street SW
Washington, DC 20590

Service Date
June 29, 2005

CERTIFICATE
MC-159661-C
ANCHOR TOURS, INC
NASHVILLE, TN

This Certificate is evidence of the carrier's authority to engage in transportation as a **common carrier of passengers** by motor vehicle in interstate, intrastate and foreign commerce.

This authority will be effective as long as the carrier maintains compliance with the requirements pertaining to insurance coverage for the protection of the public (49 CFR 387) and the designation of agents upon whom process may be served (49 CFR 366). The carrier shall also render reasonably continuous and adequate service to the public. Failure to maintain compliance will constitute sufficient grounds for revocation of this authority.

The transportation service to be performed is described on the reverse side of this document. Authority to transport passengers over regular routes includes authority to serve all intermediate points on these routes, as specified at 49 CFR 356.3.

Angeli Sebastian, Chief
Information Systems Division

NOTE: Carrier is authorized to provide regular-route passenger transportation in intrastate commerce and also must comply with requirements at 49 USC § 13902(b)(5) to establish rates, rules, and practices under applicable State laws.

CONDITION: The carrier is authorized to provide intrastate passenger transportation service under this certificate *only* if the carrier also provides substantial regularly scheduled interstate passenger transportation service on the same route.

TACKING AND JOINDER: Any irregular route authority in this Certificate *may not* be tacked or joined with other irregular route authority unless joinder is specifically authorized. Any *regular* routes authorized in this Certificate *may* be tacked or joined with one another and with other interstate regular route authority you hold, at any common service points, unless joinder is specifically prohibited.

NOTE: Willful and persistent noncompliance with applicable safety fitness regulations as evidenced by a DOT safety fitness rating of "Unsatisfactory" or by other indicators, could result in a proceeding requiring the holder of this certificate or permit to show cause why this authority should not be suspended or revoked.

CPA



U.S. Department
of
Transportation
Federal Motor
Carrier Safety
Administration

1200 New Jersey Ave., S.E.
Washington, DC 20590

July 30, 2009

In reply refer to:
Your USDOT No.: 206347
Review No.: 731722/CR

JOHN STANCIL
PRESIDENT
ANCHOR TOURS INC
ANCHOR TRAILWAYS AND TOURS
3108 BLEVINS ROAD
WHITES CREEK, TN 37189

Dear JOHN STANCIL:

The motor carrier safety rating for your company is:

SATISFACTORY

This SATISFACTORY rating is the result of a review and evaluation of your safety fitness completed on July 21, 2009. A SATISFACTORY rating indicates that your company has adequate safety management controls in place to meet the safety fitness standard prescribed in 49 C.F.R. 385.5.

Please assure yourself that any specific deficiencies identified in the review report have been corrected. We appreciate your efforts toward promoting motor carrier safety throughout your company. If you have questions or require further information, please contact:

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION
640 GRASSMERE PARK, SUITE 112
NASHVILLE, TN 37211
Telephone No.: 615-781-5781

John Van Steenburg
Director, Office of Enforcement and
Compliance

July 16, 2010

Inspection #: 2102316
Inspection Date: 07/07/10

Anchor Tours Inc.

Anchor Trailways and Tours
3108 Blevins Road
White Creeks, TN 37189

Attention: Jared Stancil

Consolidated Safety Services, Inc. (CSS) is the safety inspection contractor for the Defense Travel Management Office (DTMO). CSS conducted a Facility, Terminal and Equipment (FTE) inspection of your operations on the date shown above. A copy of the inspection report is enclosed for your information.

The inspection primarily measures performance in maintaining compliance with the Military Bus Agreement (MBA) and its Addendum and the Federal Motor Carrier Safety Regulations (FMCSR). The Department of Defense (DOD) rates carriers on a scale from one (1) (satisfactory) to five (5) (unsatisfactory). Your rating for this inspection is **ONE (1)**. On behalf of the Defense Travel Management Office, we encourage your continued support of the DOD's Quality Assurance Program.

If you have any questions regarding the inspection, please contact the undersigned at the contact information listed below or via e-mail at sparker@consolidatedsafety.com. Questions regarding the Military Bus Program should be directed to Ms. Carol Mills of the Defense Travel Management Office at (703) 696-8436 or via e-mail at carol.mills@dtmo.pentagon.mil.

Sincerely,

Brad Watkins
Contract Manager
CSS, Transportation Safety & Security Division

Enclosure

703.691.4612 P
800.888.4612 P
703.691.4615 F
10301 Democracy Lane, Suite 300
Fairfax, Virginia 22030-2545

www.consolidatedsafety.com